BEFORE THE PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA [Aiken, South Carolina]

HEARING #12-11316

OCTOBER 24, 2012 6:00 P.M.

DOCKET NO. 2012-2-E:

SOUTH CAROLINA ELECTRIC & GAS COMPANY - Application for Increases and Adjustments in Electric Rate Schedules and Tariffs, and Request for Mid-Period Reduction in Base Rates for Fuel

TRANSCRIPT OF TESTIMONY AND PROCEEDINGS

VOLUME 1

COMMISSIONERS PRESENT: David A. WRIGHT, CHAIRMAN, Randy MITCHELL, VICE CHAIRMAN; and COMMISSIONERS John E. 'Butch' HOWARD, Elizabeth B. 'Lib' FLEMING, G. O'Neal HAMILTON, Swain E. WHITFIELD, and Nikiva 'Nikki' HALL ADVISOR TO COMMISSION: G. Randall Dong, Esq.

STAFF: James Spearman, Ph.D., Executive Assistant to Commissioners; David Stark, Esq., Legal Staff; William O. Richardson, Advisory Staff; Jo Elizabeth M. Wheat, CVR-CM/M-GNSC, Court Reporter; and Afton Ellison and Calvin Woods, Hearing Room Assistants

APPEARANCES:

CHAD BURGESS, ESQUIRE, MATTHEW W. GISSENDANNER, ESQUIRE, representing SOUTH CAROLINA ELECTRIC & GAS COMPANY, APPLICANT

NANETTE S. EDWARDS, ESQUIRE, and JEFFREY M. NELSON, ESQUIRE, representing the South CAROLINA OFFICE OF REGULATORY STAFF

Public Service Commission of South Carolina

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CHAIRMAN WRIGHT: Okay. We will call this public hearing to order. I'd like to welcome each of you here tonight, as we are here to listen to what you have to say tonight.

My name is David Wright, and I am the chairman of the Public Service Commission at the moment. And before we get started, if I could, I would like to introduce my fellow Commissioners and the people at the head table here with me this evening. To my left, your right, all the way down, is O'Neal Hamilton. He's from the Fifth District. Next to him is Butch Howard. Butch is from Charleston and represents the First District. Next to him is Lib Fleming. Lib is out of Spartanburg and represents the Fourth District. To my far right is Nikki Hall. Nikki is from Columbia and represents the Sixth District. Next to her is Swain Whitfield. Swain is our at-large member and he's out of the Blythewood area. Next to him is Randy Mitchell. Randy represents the Third District and is from Saluda, South Carolina.

The person to my immediate right is Randall Dong, and Randall will be the attorney this evening for the Commission, and he will help me run the

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meeting. So at this time, I'm going to turn it over to Randall and let him lay out the ground rules for this evening.

MR. DONG: Good evening. We're here tonight for a public hearing in Docket No. 2012-218-E.

This is the application of South Carolina Electric & Gas for approval of an increase in rates and charges.

The Public Service Commission holds these public hearings to give you, the ratepayers, and other interested members of the public an opportunity to testify in connection with this case without having to travel to Columbia. We are here for you, and we thank you for taking the time to be here. My name, as the Chairman said, is Randall Dong. I'm a member of the legal staff at the Commission. We are holding night hearings here tonight, and we'll have another hearing in the Charleston area on Monday, November 5th, and members of the public will also be invited to testify at the Columbia offices of the Commission on Tuesday, November 27th. All the night hearings begin at 6 p.m.

And here are those ground rules that the Chairman spoke of. First, you've already heard

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said, but if you would, please turn off any audible alarms or cell phones. Secondly, in order to give everyone who wants to testify to have an opportunity to speak, we like to try to limit each individual public witness's time at the mic. I'm going to call the witnesses by name one by one, and when I call you, please come to the podium. you come to the podium, please adjust the mic as necessary, and remember to wait to be sworn in before beginning your testimony. Begin by stating your name and spelling it, if it is difficult to spell, and giving your address and telling us whether you are an SCE&G customer. Your testimony tonight is under oath, just as it would be in any other hearing in any court, and it will be transcribed word for word by our court reporter, Ms. Jo Wheat, who is seated over here, and it will be entered into the record of the case.

After you speak, the parties in the case and the Commissioners will have an opportunity to ask you questions, so please wait and see whether the parties or the Commissioners have any questions for you before you leave.

Those of you in the audience, please be respectful of the witnesses and listen quietly.

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And when the witness is done, please don't applaud or otherwise respond. This will help us keep the hearing moving, and to ensure that everyone who wants to testify can do so.

We normally allow each witness only one opportunity to testify, so please if you testify here tonight, don't come to the Columbia hearing in November expecting to testify again. Your testimony here tonight is afforded the same weight given to the testimony at the other hearings, and there is no advantage to waiting to give your testimony in Columbia. We've come here for your convenience, to make it more convenient for you to testify and to save you from having to come to Columbia, unless you just want to attend the hearing and hear what is said there.

By law, the Commissioners and Commission staff cannot answer questions from you or discuss the case with you. We're not being rude. There's a law about that, because the Commission is the decision-maker in the case, and so as a consequence, we are prohibited from having any ex parte contact with folks who are involved in the case. The Office of Regulatory Staff, who is a party to this case by statute, and the company's

1 representatives can speak to you about the case, and so feel free to speak to them if you have 3 questions. The final hearing in this matter will be held 4 beginning at 9:30 on Tuesday, November 27, 2012, in 5 the Commission's hearing room in Columbia, and the Commission will render its decision and issue its 7 order on or before December 29, 2012. 8 And with that said, the first witness --9 CHAIRMAN WRIGHT: If we could -- we might want 10 11 to let the Office of Regulatory introduce themselves, and the company's attorneys, as well. 12 13 MR. DONG: Oh, okay. 14 CHAIRMAN WRIGHT: Would you like to -- whoever 15 wants to go first. 16 MR. BURGESS: Good evening, Mr. Chairman and members of the Commission, and good evening to 17 18 SCE&G's customers. On behalf of the company, we 19 appreciate your attendance this evening. My name is Chad Burgess and with me is Matthew 20 Gissendanner. Matt and I both work at SCE&G. 2.1 22 fact, we're the company's lawyers, and we appear regularly before this Commission regarding matters 23 that arise before the Commission. Mr. Chairman 24

indicated earlier this evening that tonight's

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hearing is about you, and it's about your comments and your concerns that you may have related to SCE&G's filing. And I wanted to convey to you that the company takes those comments very seriously, and we want to hear what you have to say about the company's application. Matt and I are going to be listening to your comments very closely, and in addition to us, there are also members of SCE&G's senior management team, as well as some of the company's officers, here tonight who are going to listen to your comments, as well.

Attorney Dong did indicate earlier that, unfortunately, this process doesn't lend itself in which we're able to answer questions during tonight's hearing. However, I did want to extend an invitation to you at the conclusion of tonight's hearing. If you have any questions on your mind related to any item in SCE&G's application, you're more than welcome to ask me or Matt, and we'll do our best to answer those questions for you. If we're unable to answer those questions, we'll find the right person and we'll get the answers to you in a timely manner.

In addition, you may have noticed when you entered the building this evening that SCE&G had a

1 customer service representative table out front, so if you have any additional questions that the 2 customer service agents may be able to answer for 3 you, please put those questions to them, and I know 4 they'll do a good job in answering those questions 5 that you may have. Lastly, I did want to indicate to you that, if 7 you need assistance paying your bill, if you're 8 having questions about your bill, let us know. 9 We're here to provide information to you. If 10 11 you've got questions about energy efficiency, let us know that, as well. If you've got questions 12 13 about SCE&G's demand-side management programs, 14 which are designed to help you reduce your 15 electricity consumption, let us know. We take your comments very seriously. They're important to us. 16 We want to hear what you have to say. We want to 17 18 address your concerns. 19 Mr. Chairman, that's all I have, and I appreciate this opportunity, on behalf of the 20 2.1 company, to appear before you. 22 CHAIRMAN WRIGHT: Thank you. Office of Regulatory Staff? 23 MS. EDWARDS: Good evening. My name is 24 25 Nanette Edwards and I work for the South Carolina

Office of Regulatory Staff, and I have with me 1 Attorney Jeff Nelson. And with us today we also have Brad Kirby -- Brad, please stand. 3 MR. KIRBY: [Indicating.] 4 MS. EDWARDS: Brad is with our Consumer 5 Services division. As the South Carolina Office of Regulatory 7 Staff, we handle complaints involving the regulated 8 utilities, including South Carolina Electric & Gas. 9 Brad is here if you have any complaints, questions 10 regarding bills or service. We also have Anthony 11 James. Anthony, would you stand up? 12 13 MR. JAMES: [Indicating.] 14 MS. EDWARDS: He's the deputy director of our 15 Electric and Gas Department. The South Carolina Office of Regulatory Staff 16 is the State agency charged with representing the 17 18 public interest, and as was mentioned earlier, we 19 are a party to every case before the Commission. We will be presenting our witnesses at the hearing 20 2.1 to be held in Columbia, starting November 27th. 22 That's a Tuesday. Our position in this case is that we do not agree with the rate increase that 23 24 has been proposed by the company in its application filed with the Commission. If you have questions 25

1	about our position or any other questions about
2	what we do, feel free to approach me, Jeff,
3	Anthony, or Brad. We'll be happy to answer any
4	questions. Thank you.
5	CHAIRMAN WRIGHT: Okay. Thank you. Let's see
6	if there's anything else to clarify before we get
7	started. And, Randall, before we get started, I
8	believe we have Representative Taylor here.
9	How are you? Is there anything you would like
10	to say?
11	REP. TAYLOR: I'm here to listen.
12	CHAIRMAN WRIGHT: Very good.
13	REP. TAYLOR: I have a number of constituents
14	that are concerned about this rate increase.
15	CHAIRMAN WRIGHT: Very good. Well, we're glad
16	to have you. All right. Randall?
17	MR. DONG: The first witness I have signed up
18	is Sofine Key.
19	[Witness sworn/affirmed]
20	THEREUPON came,
21	SOFINE KEY,
22	who, having been first duly sworn/affirmed, testified as
23	follows:
24	WITNESS: My name is Sofine Key. I live at
25	141 Sandcroft Court, Aiken, South Carolina 29801.

But I get my mail at my P.O. box, which is 2665, 1 Aiken. South Carolina 29802. CHAIRMAN WRIGHT: You may go ahead. 3 WITNESS: I'm kind of here to talk about my 4 light bill. If it's all possible I would like for 5 SCE&G to let mine stay the way it is, because I'm a widow and I have cancer, and I can't afford to pay 7 any more than what I pay now. So those are my 8 concerns. And like I said, I had came down with 9 cancer, so if mine can stay the way it is, I would 10 appreciate, you know, the company letting it stay 11 that way. But if not, you know, maybe lower. I'm 12 13 a widow and I can't afford for it to go any higher. 14 CHAIRMAN WRIGHT: Yes, ma'am. Hold on just a 15 minute, ma'am. Any questions? 16 MR. BURGESS: We have no questions of Ms. Key. CHAIRMAN WRIGHT: Office of Regulatory Staff? 17 18 MS. EDWARDS: No questions, but I would 19 encourage you to check in with Brad Kirby, with our Consumer Services, before you leave, to see what 20 2.1 opportunities there may be. 22 WITNESS: Sure. That's good. Thank you. 23 CHAIRMAN WRIGHT: Ms. Key, hold on. Commissioners? Commissioner Whitfield. 24 25 COMMISSIONER WHITFIELD: Thank you, Mr.

Chairman. 1 **EXAMINATION** 2 BY COMMISSIONER WHITFIELD: 3 Ms. Key, would you mind sharing with us what your bill Q 4 averages, or do you have any information you'd like to 5 share with us regarding your situation? 6 7 Yes, sir. My bill is \$124 monthly. Α **COMMISSIONER WHITFIELD**: Thank you, ma'am. 8 That's all I have. Mr. Chairman. 9 CHAIRMAN WRIGHT: Commissioner Mitchell. 10 11 VICE CHAIRMAN WRIGHT: Thank you, Mr. 12 Chairman. 13 **EXAMINATION** BY VICE CHAIRMAN MITCHELL: 14 15 Ms. Key, you stated your bill. Could you tell us anything about -- is your quality of service good? 16 17 vou --18 Yes. -- have any times when the lights might go out, or has 19 it been good over the years? Could you tell us a little 20 bit about that? 2.1 22 Oh, yes, I have good service. And whenever anything go wrong, I have to let the company know, and they send 23 somebody out immediately. I don't have any trouble with 24 25 that.

1	Q	So you haven't had any extensive time where the power's
2		been out for a long time?
3	A	No, not this year. Last year, it did, you know, when we
4		had the storm and everything. But not this year, so
5		far. Not as I knows of.
6	Q	But your statement would be the overall quality of
7		service is very good?
8	Α	Very good. Yes.
9		VICE CHAIRMAN WRIGHT: Thank you.
10		CHAIRMAN WRIGHT: Commissioners, anyone?
11		[No response]
12		Ms. Key, personally from me, myself, and
13		there's others in this room who also have been down
14		the road that you're going through facing cancer
15		and dealing with that, so I know how important it
16		is and how serious it is, too, so and Godspeed
17		to you, and we wish you the best.
18		WITNESS: Thank you so very much.
19		CHAIRMAN WRIGHT: Okay. You're done?
20		WITNESS: Yes.
21		CHAIRMAN WRIGHT: You can retake your seat.
22		WITNESS: Thank you all.
23		[WHEREUPON, the witness was excused.]
24		MR. DONG: Stanley Ostrawski?
25		[Witness sworn/affirmed]

THEREUPON came,

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STANLEY OSTRAWSKI,

who, having been first duly sworn/affirmed, testified as follows:

WITNESS: My name is Stanley Ostrawski. I live at 771 Starbuck Drive, Aiken, South Carolina 29803.

I've been regulating my own electricity bill by merely turning off my water heater when I go away, or turning it off that night. Now, the problem is that my water heater runs on regular old electricity, okay? I just use regular electricity. I'm not using designer electricity. Now, the price increase, or the rate increase they're asking for would mean I'd be buying designer electricity, which doesn't make my toaster toast any better, doesn't heat my water any better. So my concern is the fact that they're raising the price up, and I have no option. Now, if I want gasoline in my car, I have two gas stations at Pine Willow Road; I can go to the BP station or the Circle K. It depends on which price is cheaper, because the gas -regular gas is regular gas; 87 octane is 87 octane.

Now, why can't I, in South Carolina -- as a citizen of the Sovereign State of South Carolina --

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buy my electricity from Duke? I understand Duke is 40 percent less. Why don't we have those rights? Other states do. You know, I understand that the big business, big electricity, big oil has the power, but we as citizens should have some say in where we buy our -- where we purchase things. We buy our ground meat, our fruits -- we have a choice; we can go to different grocery stores and take advantage of the sales. Here, we're given -- you say, "Take it or leave it."

So, I mean, other things they can do as electric companies -- I lived in New Jersey, which is probably one of the most corrupt states in the country, and in New Jersey -- well, I understand this company offers it, too, and we can -- on our air conditioner, we could have a regulator put on it and they gave us \$15 a month. And what it did was, during times of high usage, it would cycle it but it wouldn't keep it down a long time. And so 15 bucks a month they gave us back. And then, water heaters, you could actually have a timer that when the electric rates were cheaper at night -- because they're basically running -- they're producing more electricity at night than we need. So why can't we just do something like that, say,

"Okay, if you want to sign up for this, your water 1 heater -- you run it at night, it's going to run at 2 this rate. You run it during the day, during high-3 peak usage, it's going to cost you this much." 4 Because right now I'm starting to turn mine off at 5 night. I cut the power at the breaker. If my wife says, "I'm going to take a bath," I go and turn it 7 on and say, "You've got a half-hour to take your 8 bath." You know, and I turn it on the morning 9 before I take my shower. That's one of the biggest 10 11 water -- or, biggest electricity hogs in your house, is your water heater. 12 13 So that's all I have to say. But I think we 14 need to have a choice, okay? If I can go buy Citgo 15 from Hugo Chavez or I can buy Shell or whatever, I should have a choice in purchasing electricity, 16 too. 17 18 CHAIRMAN WRIGHT: [Indicating.] 19 MR. BURGESS: We have no questions, Mr. Chairman. 20 2.1 **CHAIRMAN WRIGHT**: Okay. ORS? CROSS EXAMINATION 22 BY MS. EDWARDS: 23 What would you like the Commission to do with the 24 25 company's proposed rate application?

A Oh, deny it. That's without saying. Okay? As I say, their electricity doesn't toast my toast any better than when I visit my daughter up in Seneca, so -- or make my coffee any better.

CHAIRMAN WRIGHT: Commissioners, any

CHAIRMAN WRIGHT: Commissioners, any questions?

VICE CHAIRMAN WRIGHT: Mr. Chairman.

CHAIRMAN WRIGHT: Commissioner Mitchell.

EXAMINATION

BY VICE CHAIRMAN MITCHELL:

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Yes. I would recommend -- and I'm sure you know this, that the company offers certain programs for certain time usage. I just -- have you discussed that with some of the company officials? They are present tonight, and you mentioned cutting your hot water heater on and off. I think they have certain programs that they can offer to you, as far as trying to save electricity and being more efficient. I just didn't know if you were aware of that, that they do try to offer those programs.

Well, when you read the things they send out in the mail, it takes more than a college degree, which I have, to be able to understand what they've sent out as far as your different rate changes and whether you use this many kilowatts or that many kilowatts, or whether you are eligible for Rate 8, or whatever. They need to make

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it clear, and not just have it available on a computer,
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         on the Internet -- because a lot of people are either
         computer illiterate or can't afford a computer.
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         making it available only on Internet is not an answer.
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         It needs to be made in clear English, fourth-grade level
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         English. You know, not in something where I have to
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         pull out my book and try to figure out what are they
 7
         really saying? How many kilowatts am I using and can I
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         cut back? But I've knocked my electricity bill down just
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         by, as I say, just turning off my water heater.
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         All right. Well, I just wanted you to know that they --
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         No, I --
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         I'm sure --
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         Yes.
         -- they're available tonight, if you'd like to talk with
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         them about that maybe in more specific terms.
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         Maybe they could get -- it's like the tax code. Maybe
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    Α
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         they could, you know, make it a little simpler for me.
                   VICE CHAIRMAN WRIGHT:
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                                           Thank you. Thank you,
              sir.
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                    CHAIRMAN WRIGHT: Anything else,
              Commissioners?
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                         [No response]
                    Thank you, very much.
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                   WITNESS:
                              Thank you.
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[WHEREUPON, the witness was excused.]

MR. DONG: Is there anyone else here present who wishes to testify?

[No response]

CHAIRMAN WRIGHT: Hearing none, all right. Well, since that is the last of the public witnesses, we would encourage you to check our website to keep updated on what is being filed, or some of the testimony that might be filed beyond tonight, and to encourage you, if you feel like you want to change your mind and you would like to speak later, you can come to one of our other public meetings or the Commission hearing room the day of the hearing and we'll also have an opportunity for the public to address, as well. So if you have any questions of us, you can contact our staff at the PSC, or contact the Office of Regulatory Staff with any consumer complaints or concerns. And with that, we will adjourn this public hearing.

MR. DONG: Just for your information, in case you are interested, there are two other opportunities for nighttime hearings. There is one scheduled for the Charleston area on Monday, November 5th, and one scheduled on the evening of

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1	the hearing-in-chief at the Columbia office of the
2	Commission on Tuesday, November 27th. Both those
3	hearings begin at 6 p.m. Details about the
4	locations are all on the website, or we can give
5	them to you, the staff, or you can call us and we
6	can give you directions. Thank you.
7	CHAIRMAN WRIGHT: Mr. Taylor?
8	REP. TAYLOR: Mr. Chairman, referring to the
9	testimony here today, may I pose a couple of
10	questions? Or is that possible?
11	CHAIRMAN WRIGHT: You may come up to the
12	podium and be sworn, if you prefer.
13	REP. TAYLOR: Usually I'm sworn at, but
14	[Laughter]
15	CHAIRMAN WRIGHT: Welcome to our world.
16	REP. TAYLOR: Oh, I'm very much in your world.
17	Thank you, very much.
18	[Witness sworn/affirmed]
19	THEREUPON came,
20	REP. BILL TAYLOR,
21	who, having been first duly sworn/affirmed, testified as
22	follows:
23	CHAIRMAN WRIGHT: Mr. Taylor Representative
24	Taylor, before you get started, as you may have
25	heard, by law we are the Commissioners are

unable to answer questions, but you can certainly 1 pose them, and they can be answered either during the hearing, or the company or ORS could probably 3 answer them once the hearing concludes, as well. 4 WITNESS: Thank you, Mr. Chairman. For the 5 record, Representative Bill Taylor, House District 86, Aiken County, 308 Summer Wind Court, Aiken, 7 South Carolina. 8 I walked in a moment late, and I'm sorry for 9 that. We actually have traffic in Aiken, from time 10 11 to time. And maybe, since you can't answer this -the questions I get from my constituents, and one 12 13 in particular, that if someone could just give me 14 perspective on, that SCE&G has had approximately 17 15 rate increases and a total of 26 percent increase 16 over what period of time? Could that possibly be answered for all of us? And correct any 17 18 misinformation I might have. MR. BURGESS: Oh, no. I certainly -- Mr. 19 Chairman, this is a hearing process, and while I 20 certainly understand Representative Taylor's 2.1 22 question --23 VOICE: Sir, we can't hear you. 24 MR. BURGESS: Mr. Chairman, I understand 25 Representative Taylor's question. This is a

hearing process and he is a witness under oath, and 1 unfortunately the way the process works is witnesses are not allowed to ask attorneys 3 questions during a hearing. And I regret that; I 4 really do. 5 **WITNESS**: I understand. MR. BURGESS: However, we do have folks here 7 present, and we are certainly more than happy to 8 talk with you at the conclusion of this hearing. 9 And anybody else --10 WITNESS: Great. 11 MR. BURGESS: -- who would like to have the 12 13 answer to that question, we'd be happy to talk to. 14 WITNESS: Thank you. And I'm sorry to come up 15 late, and I'll take you up on that offer, and maybe we'll just resume when we close the hearing, and 16 come right down here, and anybody who wants to join 17 18 me, we can get answers to our questions. I'm not 19 on the attack; I'm asking questions. These are tough times, folks, and there's not 20 2.1 a lot of money to go around. And we have some 22 legitimate questions here. I'm just disappointed more of these folks didn't come down here. They're 23

obviously interested, and so this is government at

work. Y'all come down and testify when it comes

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So, we, at the House of Representatives, 1 time. love to have people come to our hearings, and we will extend them as long as possible and listen to 3 -- you guys have been there -- we'll listen, and 4 listen, and listen, because we work for the public. 5 So, I really don't have any questions or great comments. I'm seeking, more, information. 7 CHAIRMAN WRIGHT: Sure. 8 WITNESS: And I hope you fellows will --9 ladies and gentlemen -- will make wise decisions 10 11 when it comes to this. I understand the needs, but I also understand the ability to pay. It's very 12 13 difficult today. Thank you very much. 14 CHAIRMAN WRIGHT: Thank you. 15 [WHEREUPON, the witness was excused.] I guess, with that, we'll adjourn this 16 Thank you for coming. 17 hearing. 18 [WHEREUPON, at 6:25 p.m., the hearing in 19 the above-entitled matter was adjourned, to reconvene at 6:00 p.m., on November 5, 20 2012] 2.1 22 23 24 25

CERTIFICATE

I, Jo Elizabeth M. Wheat, CVR-CM-GNSC, do hereby certify that the foregoing is, to the best of my skill and ability, a true and correct transcript of all the proceedings had in a Commission Meeting held by THE PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA in Columbia, South Carolina, on October 24, 2012, according to the record of same.

Given under my hand this 11th day of December, 2012.

Jo Elizabeth M. Wheat, CVR-CM/M-GNSC Court Reporter

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